

Form PTO-1449 (Rev. 2-32)		U.S. Department of Commerce Patent & Trademark Office		Atty. Docket No. <b>TRAV0005</b>		Serial No. <b>09/909,866</b>	
INFORMATION DISCLOSURE STATEMENT <small>(Use separate sheets if necessary)</small>				Applicant <div style="text-align: right; font-weight: bold;">Mark J. STENDER, et al.</div>			
<div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;">             APR 23 2002              PATENT &amp; TRADEMARK OFFICE           </div>							
				Filing Date <b>July 23, 2001</b>		Group <div style="text-align: right; font-weight: bold;">Technology Center 2100</div>	

  

U.S. PATENT DOCUMENTS							
Examiner Initial		Document Number	Date	Name	Class	Sub-Class	Filing Date <small>(if appropriate)</small>
<div style="writing-mode: vertical-rl; transform: rotate(180deg);">           RECEIVED JUN 6 2002 GROUP 3600         </div>		6,144,990	11/7/2000	Brandt, et al.	709	203	12/23/96
		6,122,632	9/19/2000	Botts, et al.	707	10	7/21/97
		5,974,430	10/26/99	Mutschler, et al.	707	505	9/30/97
		5,793,964	8/11/98	Rogers, et al.	395	200.32	6/7/95
		5,754,830	5/19/98	Butts, et al.	395	500	4/1/96
		5,701,451	12/23/97	Rogers, et al.	395	600	6/7/95
		5,191,522	3/2/93	Bosco, et al.	364	401	1/18/90
		4,831,526	5/16/89	Luchs, et al.	364	401	4/22/86
FOREIGN PATENT DOCUMENTS							
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
<div style="writing-mode: vertical-rl; transform: rotate(180deg);">           RECEIVED JUN 6 2002 GROUP 3600         </div>		"Finding Intranet Solutions at Comdex," <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996					
		"Solect Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business," <i>Business Wire</i> , p. 3090284, March 9, 1998					
		"SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web," <i>Business Wire</i> , p. 4271173, April 27, 1998					
		"MATRAnet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales," <i>M2 Presswire</i> , June 9, 1999					
EXAMINER				DATE CONSIDERED <b>10/31/2007</b>			
<small>EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.</small>							

156	Grigonis, Richard, "App Gens: More Than Just IVR," <i>Computer Telephony</i> , Vol. 7, No. 9, p. 54, September, 1999
↓	Yen, Jerome, et al., "Collaborative and Scalable Financial Analysis With Multi-Agent Technology," Proceedings of the 32 <sup>nd</sup> Hawaii International Conference on System Sciences, March, 1999
<b>RECEIVED</b>	
EXAMINER <i>[Signature]</i>	DATE CONSIDERED <i>10/31/2007</i> <b>APR 26 2002</b>
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication. <b>Technology Center 2100</b>	

Form PTO-FB A820  
(also form PTO-1449)  
40933/202380  
WSHLIB01:117769

Patent and Trademark Office-- US DEPARTMENT OF COMMERCE